

Mitcheldean Surgery Newsletter

Summer 2026

Welcome

Welcome to our Summer 2026 Patient Newsletter.

We would like to share some important updates from the practice, introduce new members of our team, and provide useful information about services available to help you access the right care at the right time.

Thank you for your continued support and cooperation.

Welcome to Our New Team Members

We are delighted to welcome several new colleagues to Mitcheldean Surgery:

Our New GP Trainees

- Dr Chloe Howe
- Dr Grace Rankin

Management Team

- Leanne, Assistant Practice Manager
- Elaine, Finance Manager

Care Navigation Team

- Jodie
- Beth
- Samantha
- Sarah
- Jane

We hope you will join us in giving them a warm welcome.



Useful Contact Numbers

Please keep these numbers handy if you need to contact services directly:

Service	Telephone Number
Central Booking Office	0300 422 4500
Two Week Wait Booking Office	0300 422 5988
Physiotherapy	0300 421 8481
Podiatry	0300 421 8800
District Nursing Team	0300 421 6074
Mental Health Team	0300 421 3627
Mental Health Crisis Team	0300 421 3627
Gloucestershire Royal & Cheltenham General Hospitals	0300 422 2222

Important Information

These are the same contact numbers used by the surgery when making enquiries on behalf of patients.

If you are chasing an appointment, referral or update, please contact the relevant service directly. Unfortunately, we do not have access to alternative contact numbers or additional information.



Minor Injury and Illness Units (MIIU)

Many patients visit A&E with conditions that can be treated more quickly at a Minor Injury and Illness Unit.

MIUUs can help with:

- ✓ Minor fractures
- ✓ Sprains and strains
- ✓ Burns and wounds
- ✓ Eye conditions
- ✓ Skin problems
- ✓ Minor illnesses

 Minor injuries

Forest of Dean Community Hospital, Cinderford

- Open daily: 8:00am to 7:30pm
- Accepts walk-ins and booked appointments

Appointments can also be arranged through NHS 111 online or by calling **111**.

Remember

For life-threatening emergencies, always call **999** or attend A&E.



Travel Vaccinations

If you are planning to travel abroad, you may require vaccinations before your trip.

Please seek travel health advice at least **6 weeks before travelling**, as some vaccinations need to be given well in advance.

Current Waiting Time

Travel vaccination appointments are currently taking a minimum of **2 weeks** to arrange.

If you are travelling within the next six weeks, we may be unable to provide your vaccinations in time. In this situation, please contact a local travel clinic, which may be able to offer an earlier appointment.

Further information is available on our website.



Join Our Patient Participation Group (PPG)

Would you like to help shape the future of your GP practice?

Our Patient Participation Group (PPG) is always looking for new members.

The group meets quarterly:



Mitcheldean Surgery



Tuesday afternoons, 2pm to 4pm

The PPG brings together patients, carers and staff to discuss services, share experiences and suggest improvements.

For more information, please contact:

Andrea Hunt

 andrea.hunt8@nhs.net

Services Available Through Our Primary Care Network (PCN)

Being part of the Forest Green Primary Care Network allows us to provide access to a wider range of healthcare professionals and services.

Sometimes you may be offered an appointment at another practice within the PCN. This helps ensure you receive the most appropriate care as quickly as possible.

Extended Access Appointments

Additional appointments are available across Forest of Dean practices:

Available:

- Telephone appointments on weekday evenings
- Face-to-face appointments on Saturday mornings

Appointments may be with:

- GPs
- Practice Nurses
- Healthcare Assistants
- Clinical Pharmacists

Please ask our Care Navigation Team for further information.



First Contact Physiotherapy Service

Our Specialist Musculoskeletal Physiotherapists can assess:

- Back pain
- Neck pain
- Joint pain
- Muscle injuries
- Bone and musculoskeletal conditions

They can also provide:

- ✓ Fit notes
- ✓ Medication advice
- ✓ Requests for X-rays where appropriate

You do not usually need to see a GP first.



Advanced Mental Health Practitioner

Our Advanced Mental Health Practitioner, **Ceri-Anne**, is based at Drybrook Surgery.

Support available includes:

- Mental health assessments
 - Medication reviews
 - Medication advice
 - Ongoing support and guidance
-



Meet the Wider Practice Team

Many patients are unaware of the different healthcare professionals available through the practice.

Frailty Team

Supports patients living with frailty and helps prevent avoidable hospital admissions.

Social Prescribing Link Worker

Provides support with non-medical issues such as:

- Isolation
- Bereavement
- Housing concerns
- Financial worries
- Community support

Mental Health Nurse

Provides specialist advice and support for mental health concerns.

Clinical Pharmacist

Provides medication reviews, support for long-term conditions and medication advice.

Pharmacy Technician

Supports prescription management, medication monitoring and medicines reconciliation.

Practice Nurse

Provides:

- Dressings
- Vaccinations
- Cervical screening
- Family planning
- Long-term condition reviews
- Healthy lifestyle advice

Healthcare Assistant (HCA)

Supports patient care through:

- Health checks
- Blood pressure monitoring
- ECGs
- Lifestyle advice
- Baseline observations

Care Navigator / Patient Adviser

Our Care Navigators are often your first point of contact.

They are trained to ask questions so they can direct you to the most appropriate clinician or service. This helps ensure patients get the right care from the right professional at the right time.

Missed Appointments (DNA)

Between January and March 2026:

- 296 appointments were missed
- 71 hours and 52 minutes of clinical time were lost

Every missed appointment is time that could have been offered to another patient.

If You No Longer Need Your Appointment

Please cancel it as soon as possible.

 Call **01594 542270** and select **Option 1**

Thank you for helping us make the best use of available appointments.

Dispensary Information

Medication Enquiries

Direct Dispensary Line:

 01594 545329

Phone line opening times:

Monday to Friday

 9:00am to 1:00pm

Please use this line for medication queries only.

If you have allowed the required **4 working days** for your prescription, your medication should be ready for collection and there is no need to telephone to check.

Collection Times

Dispensary collection window opening hours:

 9:00am to 6:30pm

Please direct medication-related enquiries to the dispensary team rather than reception staff.



Protected Learning Time Closures

The surgery doors will be closed between **1:00pm and 4:00pm** on the following dates:

- Tuesday 9 June 2026
- Wednesday 8 July 2026
- Thursday 10 September 2026
- Tuesday 6 October 2026
- Wednesday 4 November 2026
- Wednesday 2 December 2026



Telephone lines will remain open during these periods.

These protected learning sessions allow staff to undertake essential training and service development.



Vaccination Updates

We will contact eligible patients when they are due vaccinations, including:

- RSV
- Shingles
- Pneumococcal
- MMRV
- Seasonal Flu
- COVID-19

Please ensure we have your up-to-date mobile number and contact details so that we can invite you when you become eligible.



Make the Most of the NHS App

The NHS App allows you to:

- ✓ Order repeat prescriptions
- ✓ View parts of your medical record
- ✓ Check appointments
- ✓ Receive messages from the surgery
- ✓ Access NHS services online

If you need help setting up the NHS App, please speak to a member of staff.

Follow Us on Facebook

Did you know Mitcheldean Surgery has a Facebook page?

Follow us for:

- Practice updates
 - Health campaigns
 - Vaccination information
 - Closures and service announcements
 - Community news
-

Patient Survey Results

Thank you to the 220 patients who completed our recent survey.

Your feedback is extremely valuable and helps us improve the services we provide.

Key Findings

Appointment Access

Most patients reported that appointments were easy to book, although telephone access remains more challenging than booking in person.

Reception Questions

The majority of patients understand why Care Navigators ask questions; however, more awareness is needed regarding alternative ways to share sensitive information.

Understanding Different Clinicians

Awareness was highest for:

- GPs
- Practice Nurses
- Clinical Pharmacists

Awareness was lowest for:

- First Contact Physiotherapists
- Extended Access Clinics
- GP Assistants

We will continue to promote information about the wider healthcare team.

Appointment Cancellations

Most patients understand the importance of cancelling appointments.

Patients reported being most confident cancelling:

1. By telephone
2. In person
3. Online

Communication Methods

The most recognised communication method was text messaging.

Awareness of our Facebook page was lowest, so we encourage patients to follow us online for updates.

NHS App

Most respondents use the NHS App, although there is still room to increase awareness and uptake.

 **Kindness and Respect**

We would like to thank all our patients for their continued support.

Our staff work hard every day to provide the best possible service under increasing pressures. We kindly ask that all patients continue to treat our team with courtesy, kindness and respect.

Your patience and understanding are greatly appreciated.

Looking Ahead

We remain committed to delivering safe, effective and compassionate care for our patients.

Over the coming months we will continue to focus on:

- Improving appointment access
- Increasing awareness of available services
- Promoting use of the NHS App
- Reducing missed appointments
- Supporting our patients to access the right care first time

Thank you for being part of Mitcheldean Surgery.

The Mitcheldean Surgery Team  